



PUBLIC POLL FINDINGS AND METHODOLOGY

Roughly three in five business travelers report flying less compared to before the pandemic

Survey findings also show that a majority of workers from five countries agree that an important factor for reducing a business's carbon footprint is reducing levels of corporate flying

Topline Findings

A recent Transport & Environment poll, with data collection by Ipsos, finds that, among business travelers in five countries, roughly three in five have flown less compared to before the pandemic. In addition, these business travelers report the reduction in travel has impacted their work-life balance, productivity and health.

The poll was conducted among respondents from five countries – United States, United Kingdom, France, Germany and Spain. To qualify for the survey, respondents had to be employed full-time at an organization with at least 50 employees and be between ages 18-74. Business travelers in this study refers to those that say they flew for work before COVID or currently fly for work.

The poll also finds that strong majorities of these full-time employees in each country believe businesses must play an important role in fighting climate change, including setting targets and travel policies to reduce levels of corporate flying. Lastly, three in five of these business travelers believe employees play an important role in changing a company's travel policy, and a majority report they are willing to reduce their environmental impact while flying for business through measures such as taking fewer flights for internal meetings, planning more local meetings, and using more environmentally friendly forms of transportation.

Detailed Findings

1. Roughly three in five respondents who are business travelers report flying less than they were before the pandemic.
 - Sixty-two percent of business travelers surveyed say they are flying at least somewhat less than they used to before the start of the pandemic, including 23% that have stopped flying altogether. There are minimal differences among business travelers across the five countries.
 - Half or more of these business travelers report that the reduction in travel in the last few years has had a great or good amount of impact on their work-life balance (55%), productivity levels (50%), health (51%) and motivation levels (50%).
 - Those in the U.S. and the U.K. are much more likely to report the reduction in travel in the last few years having a great deal of impact on these various aspects of their lives than those in France and Spain.
 - Among all full-time employees surveyed, more than half (55%) say they currently never fly for work. Those in France (66%) and the U.K. (62%) are more likely than those in Germany (54%), the U.S. (50%) and Spain (44%) to report that they never travel for work.





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2. Three in five business travelers believe they play an important role in changing a company's travel policy.
 - Sixty percent of business travelers say that they play an extremely or very important role in changing their company's travel policy. They are much more likely than non-business travelers (36%) to have this sentiment.
 - While a majority of business travelers report being completely or very willing to take various steps to reduce their environmental impact while flying, less than half are completely willing to partake in these measures. These steps include taking fewer business flights for internal meetings (38%), planning more local meetings than global meetings (35%), or using a more environmentally friendly mode of transportation (32%).
 - More than a quarter of business travelers are completely willing to prioritize travel according to a carbon budget (29%) or making each trip a longer stay (26%).

3. While most respondents are willing to make changes to their travel patterns for sustainability, even more believe businesses must play an important role.
 - Seventy-seven percent at least somewhat agree that businesses have an important role to play in the fight against climate change. In each country, at least three in four respondents share this sentiment.
 - A similar percentage say that reducing levels of corporate flying is an important factor for reducing a business's carbon footprint (74%), and that businesses must set targets and include travel policies to reduce levels of corporate flying (74%). At least seven in ten respondents in each country agree with these statements.
 - A strong majority (75%) believe that cost savings for the company will have at least some influence on the company's decision to reduce the amount of work flights taken, including 29% who believe it will have a great deal of influence. More say cost savings than employee work-life balance (62%) or health and wellbeing (62%).

These are some of the findings of a Transport & Environment poll conducted between October 6-10, 2022, with data collection done by Ipsos. For this survey, a sample of 2,506 adults ages 18-74 was interviewed online. The sample included roughly 500 adults who are employed full time at an organization with at least 50 employees and are between ages 18-74 for each of five countries – U.S., U.K., France, Germany and Spain. The sample included 1,279 adults that say they flew for work before COVID or currently fly for work. The poll has a credibility interval of plus or minus 2.4 percentage points for all respondents. The poll also has a credibility interval of plus or minus 3.4 percentage points business travelers.

For full results, please refer to the following annotated questionnaire:





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Full Annotated Questionnaire

1a. Before Covid, how frequently did you fly for work...?

	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
At least once a week	5%	8%	5%	3%	5%	2%
Every two to three weeks	5%	7%	4%	2%	4%	5%
About once a month	6%	6%	6%	3%	7%	8%
Every two to three months	8%	7%	5%	6%	8%	12%
Every four to six months	6%	6%	4%	5%	7%	9%
Once or twice a year	11%	13%	9%	9%	11%	13%
Less than once a year	10%	7%	10%	9%	11%	12%
Never travel for work	50%	45%	57%	63%	47%	39%

1b. And now, how often do you fly for work?

	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
At least once a week	4%	5%	6%	2%	4%	1%
Every two to three weeks	4%	4%	3%	2%	5%	4%
About once a month	5%	7%	3%	4%	6%	9%
Every two to three months	6%	8%	4%	4%	7%	8%
Every four to six months	5%	5%	4%	3%	4%	8%
Once or twice a year	9%	9%	7%	8%	8%	11%
Less than once a year	12%	11%	11%	11%	12%	15%
Never travel for work	55%	50%	62%	66%	54%	44%





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2. Thinking about how often you fly for business now, how has it changed, if at all, compared to before COVID-19?

	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
I have stopped flying for business altogether	23%	22%	24%	22%	28%	17%
I fly for business much less than as I used to	19%	19%	18%	18%	18%	20%
I fly for business somewhat less than I used to	21%	23%	18%	21%	22%	19%
I fly for business as often as I used to	27%	25%	24%	28%	23%	34%
I fly for business more than I used to	11%	12%	15%	11%	9%	10%

Business travelers are defined as those who did not select “Never travel for work” in Q1a or Q1b

4. In order to reduce the environmental impact of business air travel, which of the following would you rather do? **(Select all that apply)**

	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
Use virtual collaboration technologies (e.g., Zoom, Microsoft Teams)	46%	57%	55%	35%	40%	43%
Reduce frequent flying	33%	30%	29%	28%	45%	32%
Switch to another means of transport	32%	28%	30%	38%	36%	30%
Purchase Sustainable Aviation Fuels (SAF)	17%	17%	17%	7%	20%	22%
Offset emissions on your flights	16%	15%	15%	16%	16%	22%
Other	6%	5%	7%	8%	5%	3%





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4a. How much influence, if any, do you think each of the following have on a company's decision to reduce the amount of flights its employees take for work?

Cost savings for company	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
A great deal of influence	29%	34%	30%	20%	30%	30%
A good amount of influence	26%	25%	23%	30%	26%	27%
Some influence	20%	15%	17%	23%	21%	25%
A little influence	9%	7%	8%	9%	10%	8%
No influence at all	9%	13%	14%	7%	8%	4%
Don't know	7%	7%	8%	11%	6%	5%

Work-life balance	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
A great deal of influence	19%	23%	17%	14%	18%	23%
A good amount of influence	20%	23%	16%	22%	22%	20%
Some influence	23%	17%	24%	25%	24%	26%
A little influence	14%	13%	14%	12%	15%	15%
No influence at all	15%	17%	20%	12%	13%	11%
Don't know	9%	8%	10%	14%	8%	6%

Health and wellbeing	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
A great deal of influence	17%	20%	14%	15%	17%	20%
A good amount of influence	20%	22%	18%	19%	18%	23%
Some influence	25%	22%	24%	24%	30%	25%
A little influence	14%	10%	15%	14%	15%	17%
No influence at all	15%	17%	21%	13%	12%	9%
Don't know	9%	8%	8%	15%	9%	6%





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4a. How much influence, if any, do you think each of the following have on a company's decision to reduce the amount of flights its employees take for work? *(Continued)*

Shifting investment to other areas, e.g. virtual collaboration technologies	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
A great deal of influence	19%	24%	17%	12%	22%	19%
A good amount of influence	25%	27%	25%	23%	23%	27%
Some influence	24%	16%	24%	26%	23%	32%
A little influence	10%	9%	8%	11%	12%	10%
No influence at all	12%	16%	18%	10%	11%	5%
Don't know	10%	7%	10%	18%	9%	7%

Corporate sustainability and reputation	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
A great deal of influence	17%	21%	16%	12%	17%	18%
A good amount of influence	24%	24%	24%	23%	23%	25%
Some influence	26%	20%	22%	28%	29%	29%
A little influence	11%	9%	11%	12%	10%	14%
No influence at all	13%	19%	17%	8%	11%	8%
Don't know	10%	7%	9%	17%	9%	6%

5. How much do you agree or disagree with the following?

A business has an important role to play in the fight against climate change	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
Strongly agree	32%	30%	32%	38%	29%	32%
Agree	26%	27%	26%	21%	28%	27%
Somewhat agree	20%	20%	21%	22%	19%	16%
Neither agree nor disagree	11%	13%	12%	9%	11%	12%
Somewhat disagree	3%	1%	2%	3%	4%	5%
Disagree	2%	3%	2%	2%	3%	3%
Strongly disagree	2%	2%	1%	2%	3%	2%
Don't know	4%	4%	4%	5%	4%	3%
Top 3 Box (Net)	77%	77%	79%	80%	75%	75%



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<i>Bottom 3 Box (Net)</i>	7%	6%	5%	6%	10%	10%
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5. How much do you agree or disagree with the following? *(Continued)*

An important factor for reducing a business's carbon footprint is reducing levels of corporate flying	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
Strongly agree	30%	24%	29%	38%	32%	29%
Agree	24%	29%	25%	19%	23%	25%
Somewhat agree	20%	19%	21%	20%	17%	21%
Neither agree nor disagree	13%	13%	13%	10%	14%	13%
Somewhat disagree	4%	3%	2%	5%	4%	6%
Disagree	3%	3%	3%	3%	2%	2%
Strongly disagree	2%	3%	2%	1%	3%	2%
Don't know	4%	5%	5%	5%	4%	3%
<i>Top 3 Box (Net)</i>	<i>74%</i>	<i>72%</i>	<i>75%</i>	<i>76%</i>	<i>72%</i>	<i>75%</i>
<i>Bottom 3 Box (Net)</i>	<i>9%</i>	<i>9%</i>	<i>7%</i>	<i>9%</i>	<i>9%</i>	<i>10%</i>

To reduce levels of corporate flying, a business must set targets and include travel policies	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
Strongly agree	26%	22%	26%	30%	26%	28%
Agree	27%	32%	27%	25%	23%	29%
Somewhat agree	20%	19%	18%	22%	21%	21%
Neither agree nor disagree	13%	13%	14%	10%	17%	13%
Somewhat disagree	3%	2%	3%	5%	4%	3%
Disagree	2%	2%	3%	1%	2%	2%
Strongly disagree	2%	4%	1%	1%	3%	2%
Don't know	6%	7%	8%	6%	6%	3%
<i>Top 3 Box (Net)</i>	<i>74%</i>	<i>73%</i>	<i>71%</i>	<i>77%</i>	<i>70%</i>	<i>77%</i>
<i>Bottom 3 Box (Net)</i>	<i>7%</i>	<i>8%</i>	<i>7%</i>	<i>7%</i>	<i>8%</i>	<i>7%</i>





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6. How important of a role do employees play when it comes to changing a company's travel policy?

	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
Extremely important	19%	23%	20%	18%	18%	15%
Very important	29%	29%	22%	27%	31%	39%
Somewhat important	27%	22%	28%	32%	28%	25%
Not too important	10%	11%	12%	10%	9%	11%
Not at all important	6%	7%	8%	4%	5%	5%
Don't know	8%	9%	11%	9%	8%	5%
<i>Top 2 Box (Net)</i>	<i>48%</i>	<i>52%</i>	<i>42%</i>	<i>45%</i>	<i>49%</i>	<i>53%</i>
<i>Bottom 2 Box (Net)</i>	<i>16%</i>	<i>17%</i>	<i>20%</i>	<i>14%</i>	<i>15%</i>	<i>16%</i>

7. How willing are you, if at all, to take the following steps to reduce your environmental impact while flying for business?

Taking fewer business flights for internal meetings	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
Completely willing	38%	36%	36%	39%	40%	37%
Very willing	34%	40%	32%	24%	36%	34%
Somewhat willing	18%	14%	21%	25%	13%	20%
Not too willing	4%	3%	2%	8%	4%	5%
Not at all willing	3%	4%	4%	3%	4%	2%
Don't know	3%	3%	5%	2%	3%	2%
<i>Completely willing, very willing or somewhat willing (Net)</i>	<i>90%</i>	<i>90%</i>	<i>89%</i>	<i>87%</i>	<i>89%</i>	<i>91%</i>
<i>Top 2 Box (Net)</i>	<i>72%</i>	<i>76%</i>	<i>68%</i>	<i>62%</i>	<i>76%</i>	<i>71%</i>
<i>Bottom 2 Box (Net)</i>	<i>7%</i>	<i>7%</i>	<i>6%</i>	<i>11%</i>	<i>8%</i>	<i>7%</i>





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7. How willing are you, if at all, to take the following steps to reduce your environmental impact while flying for business? (Continued)

Making each trip a longer stay	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
Completely willing	26%	32%	27%	22%	24%	25%
Very willing	32%	33%	29%	29%	33%	33%
Somewhat willing	23%	18%	22%	31%	22%	23%
Not too willing	11%	10%	11%	11%	12%	12%
Not at all willing	4%	3%	6%	4%	4%	3%
Don't know	4%	3%	6%	3%	5%	4%
<i>Completely willing, very willing or somewhat willing (Net)</i>	81%	84%	78%	83%	79%	81%
<i>Top 2 Box (Net)</i>	58%	66%	56%	51%	57%	57%
<i>Bottom 2 Box (Net)</i>	15%	13%	16%	15%	16%	16%

Prioritizing travel according to a carbon budget through setting a cap on total allowable carbon	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
Completely willing	29%	33%	28%	29%	26%	27%
Very willing	31%	30%	28%	25%	29%	39%
Somewhat willing	24%	23%	23%	27%	28%	19%
Not too willing	8%	4%	7%	12%	11%	9%
Not at all willing	4%	5%	7%	6%	2%	3%
Don't know	4%	4%	7%	2%	4%	3%
<i>Completely willing, very willing or somewhat willing (Net)</i>	83%	86%	79%	80%	83%	85%
<i>Top 2 Box (Net)</i>	59%	63%	56%	54%	55%	66%
<i>Bottom 2 Box (Net)</i>	13%	10%	14%	18%	13%	12%





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7. How willing are you, if at all, to take the following steps to reduce your environmental impact while flying for business? (Continued)

Planning more local meetings than global meetings	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
Completely willing	35%	39%	36%	34%	30%	34%
Very willing	33%	32%	32%	25%	36%	35%
Somewhat willing	21%	23%	18%	23%	20%	21%
Not too willing	6%	2%	7%	11%	6%	5%
Not at all willing	3%	2%	2%	5%	5%	2%
Don't know	3%	2%	5%	2%	3%	3%
<i>Completely willing, very willing or somewhat willing (Net)</i>	88%	94%	86%	82%	86%	90%
<i>Top 2 Box (Net)</i>	67%	70%	68%	59%	67%	69%
<i>Bottom 2 Box (Net)</i>	9%	5%	9%	16%	11%	7%

Using a more environmentally friendly mode of transportation	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
Completely willing	32%	38%	29%	29%	31%	31%
Very willing	33%	34%	32%	23%	36%	37%
Somewhat willing	21%	16%	26%	28%	16%	22%
Not too willing	7%	3%	5%	12%	10%	6%
Not at all willing	4%	4%	3%	6%	4%	1%
Don't know	3%	4%	4%	2%	2%	2%
<i>Completely willing, very willing or somewhat willing (Net)</i>	86%	88%	87%	80%	83%	91%
<i>Top 2 Box (Net)</i>	65%	72%	61%	52%	68%	69%
<i>Bottom 2 Box (Net)</i>	11%	8%	9%	17%	15%	7%





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8. In order of preference, which criteria are more important when choosing one means of transport over another? **(Please rank in order where 1 is most important and 5 is least important)**

Possibility to work productively while traveling	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
1	25%	29%	22%	21%	27%	25%
2	15%	15%	13%	12%	18%	15%
3	17%	13%	17%	15%	18%	22%
4	19%	22%	22%	20%	17%	14%
5	25%	21%	25%	32%	21%	24%

Time it takes	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
1	24%	21%	25%	21%	28%	23%
2	31%	32%	26%	35%	29%	35%
3	25%	25%	28%	26%	24%	22%
4	14%	14%	15%	14%	14%	14%
5	6%	8%	6%	5%	5%	7%

Price	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
1	27%	26%	27%	36%	21%	28%
2	24%	21%	28%	23%	24%	22%
3	21%	24%	17%	19%	23%	20%
4	16%	18%	15%	12%	15%	19%
5	13%	11%	13%	10%	17%	11%

Convenience	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
1	12%	15%	13%	10%	9%	11%
2	20%	22%	22%	21%	16%	19%
3	24%	25%	27%	28%	19%	22%
4	27%	25%	23%	26%	31%	31%
5	17%	13%	15%	15%	25%	17%





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8. In order of preference, which criteria are more important when choosing one means of transport over another? **(Please rank in order where 1 is most important and 5 is least important)** (Continued)

Environmental impact	Total	U.S.	U.K.	France	Germany	Spain
Base: All Respondents	2506	500	502	501	501	502
1	13%	9%	13%	13%	15%	13%
2	10%	9%	10%	9%	13%	9%
3	14%	13%	12%	12%	17%	14%
4	24%	21%	25%	27%	23%	22%
5	40%	48%	40%	39%	32%	41%

9. How much of an impact would you say the pause or reduction in travel over the last few years has had on the following?

Your work-life balance	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
A great deal of impact	25%	32%	32%	16%	22%	22%
A good amount of impact	30%	31%	28%	23%	29%	34%
Some impact	23%	17%	22%	25%	25%	25%
A little impact	11%	8%	5%	15%	15%	11%
No impact at all	9%	10%	12%	15%	6%	5%
Don't know	3%	2%	2%	7%	3%	3%

Your productivity levels	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
A great deal of impact	22%	29%	28%	11%	21%	18%
A good amount of impact	28%	29%	24%	22%	30%	34%
Some impact	24%	15%	24%	33%	24%	27%
A little impact	12%	12%	10%	11%	12%	12%
No impact at all	12%	12%	14%	19%	9%	7%
Don't know	2%	3%	-	4%	3%	2%





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9. How much of an impact would you say the pause or reduction in travel over the last few years has had on the following? (Continued)

Your health (e.g., stress, insomnia, pre-existing health conditions or other)	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
A great deal of impact	24%	33%	29%	18%	23%	16%
A good amount of impact	26%	24%	22%	14%	29%	38%
Some impact	21%	16%	21%	25%	22%	23%
A little impact	13%	10%	11%	19%	16%	12%
No impact at all	13%	13%	17%	21%	8%	8%
Don't know	2%	4%	*	3%	2%	2%

Your motivation	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
A great deal of impact	21%	27%	27%	16%	20%	15%
A good amount of impact	28%	25%	24%	24%	32%	36%
Some impact	25%	23%	25%	26%	24%	26%
A little impact	11%	12%	6%	9%	13%	16%
No impact at all	12%	11%	17%	19%	8%	5%
Don't know	3%	2%	1%	6%	3%	2%

Your personal footprint	Total	U.S.	U.K.	France	Germany	Spain
Base: Business Travelers	1279	247	248	197	271	316
A great deal of impact	23%	27%	29%	14%	26%	15%
A good amount of impact	29%	27%	26%	24%	29%	36%
Some impact	26%	22%	27%	26%	25%	31%
A little impact	11%	11%	7%	16%	10%	10%
No impact at all	9%	11%	10%	16%	8%	5%
Don't know	2%	2%	1%	4%	3%	3%





PUBLIC POLL FINDINGS AND METHODOLOGY

About the Study

These are some of the findings of a Transport & Environment poll conducted between October 6-10, 2022, with data collection done by Ipsos. For this survey, a sample of 2,506 adults ages 18-74 was interviewed online. The sample included roughly 500 adults who are employed full time at an organization with at least 50 employees and are between ages of 18-74 for each of five countries – U.S., U.K., France, Germany and Spain. The sample included 1,279 adults that say they flew for work before COVID or currently fly for work..

The sample was randomly drawn from [Ipsos' online panel](#), [partner online panel sources](#), and "river" [sampling](#) and does not rely on a population frame in the traditional sense. Ipsos uses fixed sample targets, unique to each study, in drawing a sample. The data for the total sample were weighted based on demographic targets for all employed adults in each country. The findings from this survey are based on a subset of employed adults (18-74 year olds at companies with 50+ employees) and reflect the opinion of these respondents. Post-hoc weights were applied to adjust for the following in each country:

- United States: Gender by Age, Household income, Education, Race/Hispanic Ethnicity
- United Kingdom: Gender by Age, Region, Education
- France: Gender by Age, Region, Education
- Germany: Gender by Age, Region, Education
- Spain: Gender by Age, Region, Education

Statistical margins of error are not applicable to online non-probability polls. All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error and measurement error. Where figures do not sum to 100, this is due to the effects of rounding. The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll has a credibility interval of plus or minus 2.4 percentage points for all respondents. Ipsos calculates a design effect (DEFF) for each study based on the variation of the weights, following the formula of Kish (1965). This study had a credibility interval adjusted for design effect of the following (n=2,506, DEFF=1.5, adjusted Confidence Interval=+/-3.9 percentage points).

The poll also has a credibility interval of plus or minus 3.4 percentage points for business travelers.

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PUBLIC POLL FINDINGS AND METHODOLOGY

About Ipsos

Ipsos is one of the largest market research and polling companies globally, operating in 90 markets and employing over 18,000 people.

Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. We serve more than 5000 clients across the world with 75 business solutions.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

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